

ABSTRACT

Bahauddin, Agus, 2013, The Effect of Conflict and Stress Work On the Employees Performance at PT. Pos Indonesia (Persero) Malang

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Key words : Conflict, Work Stress and Employees Performance

The purposes of this research are a) to determine the significant effect of conflict and work stress on the employees performance simultaneously, b) to determine the significant effect of conflict and work stress on the employees performance partially, and c) to determine the variable which has a dominant effect on the performance of the employees of PT. Pos Indonesia (Persero) Malang among conflict and work stress.

The type of this research is a quantitative research that emphasizes on theories testing through the measurement of the research variables with numbers and data analysis with statistical procedures. The research populations are 86 employees of PT. Pos Indonesia (Persero) Malang. The data analysis employed is multiple linear regression analysis using F test and T test.

The results of the analysis show that conflict and work stress have a significant effect on the performance of the employees of PT. Pos Indonesia (Persero) Malang simultaneously. Partially, conflict and stress work also have a significant effect on the performance of the employees of PT. Pos Indonesia (Persero) Malang. Conflict variables have a dominant effect on the performance of employees of PT. Pos Indonesia (Persero) Malang. The results suggest that the conflict, the difference in personal attitude; the attitude of dissatisfaction toward the work of the colleagues; a dispute between the group; and the difference of goals and priorities, have dominant effect on the employees' performance.